Why is interoperability important?

We're always happy when we see interoperability have it's own stream at a health tech conference. It deserves discussion. Because there are few types of developments that system suppliers can make to their products that have as big an impact, to both clinicians and patients, than when systems can work together.

Some of the biggest risks of poor quality care is when it is handed from one provider to another, or when patient care is delivered by multiple organisations using different systems.

We believe that safe, effective, high quality care is dependent on interoperability.

That is why we actively seek out opportunities to integrate with other systems and have spent the last 10 years forming partnerships with other suppliers and that number will only continue to grow.

We are now working with over 30 partners ranging from digital health platforms to other EPR suppliers.

We are all aware that the demand for healthcare is rising. We believe that digital technology has a key role to play in creating sustainable models of healthcare for the future. People's expectations of how they interact with services is changing. Recent research states that 73% of consumers are now using digital banking. We shop online. We interact with friends via Whatsapp and social media. We are embracing technology in almost every area of our lives, and healthcare will be no different. But as new digital tools emerge to support both communication with patients and care delivery, these tools are going to have to work together, to ensure that care is not fragmented, and that patient experience and quality of care is maintained.
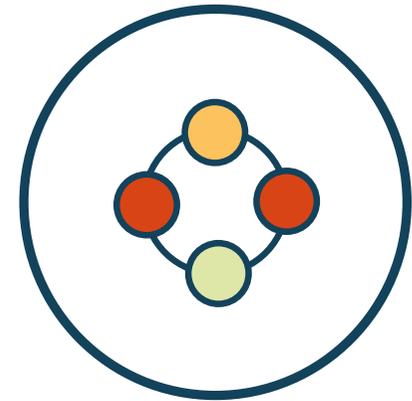
Case study

Interoperability between the iaptus EPR and digital health platforms

Recognising the need for interoperability, in 2014 Mayden received funding from the NHS England SBRI to develop **Prism**, a mechanism for interoperability between **iaptus** and several ehealth online therapy platforms.

In the following 2 years, Prism saw the automated and secure transfer of 100,000+ treatment sessions between systems. In those first two years alone, 60% of primary care mental health services using the iaptus EPR utilised this service. Not only does this show the appetite for this type of integration, but it provided a dramatic impact on services' capacity, data quality and provision of patient choice, as well as impacting the speed of adoption of digital therapies within mental health services in England. Prism uses an open API and in the 7 years since, we have been actively identifying and encouraging cCBT providers worldwide to work with us to increase the variety of online tools available to mental health services.

In 2020, we saw 374,317 treatment sessions safely and securely passed from a digital health partner back into the iaptus EPR system. We now have 21 partners working with us as part of this initiative.

www.mayden.co.uk
Read more about Mayden and contact us **innovation@mayden.co.uk**